

Refund & Reimbursement Form

Use this form if you would like to:

- refund the full balance of your myki; OR
- claim a reimbursement; OR
- convert your myki pass to myki money.

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677, then ask for 13 6954 (13 myki)
- Speak and listen users (speech-to-speech relay) phone 1300 555 727, then ask for 13 6954 (13 myki).

If you need an interpreter:

- Call the Translating and Interpreting Service (TIS National) on 131 450 and ask for 13 6954 (13 myki).

It's easy to learn more about myki

Visit myki.com.au

Call **13 6954 (13 myki)**



General Information

Use this form to do one of three things:

Refund the balance of your myki

Claim a refund when you want **your full balance refunded** and **your myki card cancelled**. There are no partial refunds. You can choose to get your refund by cheque, or credit the funds to another myki.

If your balance includes a partly used myki pass, you should submit this form as soon as possible. Used myki passes that have expired are not eligible for a refund.

Claim a reimbursement on your myki

A reimbursement is a pay back or compensation. You can either get your reimbursement (i.e. myki money spent and/or myki pass days elapsed) by cheque or credit the funds to your own or another myki. Reasons for reimbursement include medical conditions, system faults and 'special consideration/ other reasons'.

Convert your myki pass to myki money

Convert your myki pass to myki money when **you no longer wish to travel on your myki pass**, but want to continue using your myki. You can then use the new myki money credit to travel, or you can use the credit to buy another myki pass for a different zone or time period. You can convert an unused myki pass OR a partially used myki pass to myki money.

Do I need to send in my myki card?

Refund of balance	Yes*
Claim for reimbursement	No
Convert your myki pass to myki money	Yes*

* If your **registered** myki has been lost or stolen, you may still submit this form.

Note for students

Are you a student pass holder? You **MUST** return this form to the station that issued your student pass and get your VPT concession card updated.

Note to Commuter Club members

You can use this form to claim a refund – see Section C.

For more information about myki Refund & Reimbursement visit myki.com.au or call 13 6954 (13 myki).

Post this form to

myki Mailbox
Reply Paid 4318
MELBOURNE VIC 8060

(No stamp required)

If you are requesting a full refund or converting your myki pass to myki money, don't forget to **include your myki** when you post this form.



Section D: Claiming a Reimbursement

Ticket sale, ticketing equipment or system fault

Date of incident

Time of incident

: AM PM

Location of incident (if applicable)

Equipment serial number (if applicable and known)

Special consideration/other reason (Please detail below)

Details of claim – If insufficient space, give details on an attachment.

Please credit my reimbursement as:

Credit myki money to my myki card

myki money will be credited to the myki listed in Section B.

Credit myki money to another myki card (listed below)

myki card number

The 15-digit card number can be found on your myki.

A cheque

For a registered myki, cheques will be sent to the account holder.

PLEASE READ AND SIGN THE PRIVACY NOTICE AND DECLARATION IN SECTION E.

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Section E: Privacy Notice and Declaration

The Transport Ticketing Authority (TTA) understands and respects your right to privacy and are committed to privacy protection. The *Information Privacy Act 2000* (Vic) and TTA's Privacy Policy regulate how we collect and handle your personal information.

The account holder or cardholder ('you') will generally be able to access your personal information. If personal information sought by the Transport Ticketing Authority (TTA) ('we' or 'us') is not provided, we may not be able to fulfil your request. For further information about privacy and on rights of access to personal information, visit myki.com.au or call 13 6954 (13 myki).

Unregistered cards: Personal information you provide is collected by or on behalf of the Transport Authorities# for the purpose of fulfilling your request, and will be used and disclosed only for this purpose.

Registered cards: Personal information provided by or about you or generated by using the Card is collected by the Public Transport Authorities# to issue and administer the Card and relevant entitlements.

Personal information held by the Public Transport Authorities# may be used or disclosed (including to each other) for the operation of the myki ticketing system; to verify entitlement to concession travel; for ticketing enforcement; complaint resolution; in emergencies; otherwise as required or authorised by or under law; or with your consent. A cardholder's personal information may be disclosed to an account holder.

Public Transport Authorities means Transport Ticketing Authority (TTA), Public Transport Victoria (PTV), the Department of Transport and any agent, contractor or delegate of TTA, PTV or the Department of Transport including Metlink and public transport operators.

**I am applying for a refund or reimbursement as stated above.
I have read the Privacy Notice.**

* Signature of applicant or legal guardian/agent for applicants unable to sign



* Date

Section F: myki Office Use only

Date

Location of lodgement

Name of staff member

Has VPT student concession card been replaced (if applicable)?

Yes No

TTA/KAMCO use only

Follow-up required



Section G: Refund & Reimbursement Customer Receipt

Customer, please separate and retain. Enquiries: please call 13 6954 (13 myki).

myki card number

The 15-digit card number can be found on your myki.

Date